

242727

15 Varsity Lane
Blytheood, SC 29016
5 April 2013

Public Service Commission of South Carolina
PO Drawer 11649
Columbia, SC 29211

Re: Docket No. 2013-42-S
Rate Increase Palmetto Utilities

I am a customer of Palmetto Utilities and have no complaint relative to their services, however I do object to an increase of 18% in their monthly service fee. As a relatively new customer, I have no information as to when the rate was increased to \$33.00 per month, and have accustomed myself to that payment, I think an 18% increase is unreasonable.

I am seventy four years of age and have lived in five homes for fifty nine of those years with septic tanks. Not once do I recall any problem with the septic tank and no expense was incurred except the initial construction. I have, with the recent purchase of my home, gone from zero payments per month to \$33.00 per month or \$396.00 per year. RECEIVED

APR 05 2013

PROPERTY
CLERK'S OFFICE

Please restrict any increase granted to Palmetto Utilities to a more modest four or five percent.

Please also require Palmetto Utilities to place dates on correspondence. Copies are included to illustrate the lack thereof.

Sincerely,

Phillip L. Martin
Wanda J. Martin



Phillip L. Martin
15 Varsity Lane
Blythewood, SC 29016



Received 17 Feb 2013

Palmetto Utilities, Inc.

TOWN HALL MEETINGS

Dear Customer: How Are We Doing?

It has been almost two years now since we last met to discuss your wastewater utility system. Our constant goal is to provide exemplary customer service and to address the issues and concerns that you may have as we work to keep the system functioning properly and in regulatory compliance.

We would like to hear from you.

For investor-owned utilities such as Palmetto Utilities Inc., the South Carolina Public Service Commission (PSC) regulates the rates the utility is allowed to charge its customers. The Office of Regulatory Staff (ORS) is responsible for utility system inspections and the review of expenditures to ensure the utility meets all federal and state regulations. In exchange for providing quality, reliable and non-discriminatory service to all customers in the service area, the utility is entitled to the opportunity to earn a reasonable return on prudently invested capital necessary to provide service and to recover reasonable operating expenses.

The rate process requires the utility to apply to the PSC for a change in its rates and the process includes a public hearing that allows customers to participate in the process. We will soon be mailing to you a notice that an application has been filed with the PSC requesting an increase in the rates for the Palmetto wastewater system. We would like to invite you to discuss this rate application with us and to explain the need for a rate increase at several Town Hall meetings to be held later this month. Any change in our rates will require approval from the PSC.

A note to our commercial customers: We are required to periodically review our commercial accounts in order to estimate their wastewater flow as it compares to our residential customers (Equivalent Residential Connection, or ERC). We have recently conducted this study and commercial customers may see a change (increase or decrease) in their number of ERCs. We will be pleased to provide information about how ERCs are determined and the DHEC guidelines which we must follow in this process.

Please plan to attend any of the following TOWN HALL MEETINGS so that we may explain our rate application and answer any questions you may have. All meetings will be held from 6:30 – 8:00pm.

2013

WHEN and WHERE

Wednesday	2/20	Lake Carolina Elementary School Cafeteria
Thursday	2/21	Pontiac Elementary School Cafeteria
Monday	2/25	Blaney Elementary School Cafeteria
Tuesday	2/26	Blythewood Community Center

Palmetto Utilities appreciates all of our customers. We hope you will attend one of the upcoming meetings and find it to be an opportunity for a refreshingly open discussion of how the utility system works and the reasons behind our need for rate relief. We look forward to seeing you there.

Sincerely,

Rick Melcher - Manager of Public Relations
Palmetto Utilities Inc.



Palmetto Utilities Inc.

1713 Woodcreek Farms Road Suite A
Elgin, SC 29045

Dear Customer,

We are enclosing with this letter the required Notice of Filing and Hearing (NOFH) that pertains to our current rate relief application before the Public Service Commission of South Carolina ("PSC"). Please read the enclosed NOFH, as it addresses the rates we are requesting, the regulatory process involved, and how you may participate.

We have filed this application with the PSC requesting an increase in the Palmetto Utilities, Inc. rates in order to recover costs of improvements and increased operational costs, which are required to meet regulatory requirements. The PSC has sole jurisdiction over the rates of regulated utilities and only they may approve and authorize a change in the rates we charge.

In February, we held four Town Hall meetings which all Palmetto Utilities customers were invited to attend. In these meetings, we discussed the improvements made since our last request for rate relief as well as answered questions regarding the need for this proposed rate increase and how customers may be involved in the process. If you would like to review the materials presented at our Town Hall meetings, you may do so by going to our website (<http://www.niamerica.com/>) and clicking on the Palmetto Utilities Rate Increase tab.

Please know that we appreciate all of our customers and we strive to provide the best in customer service as well as to meet all regulatory requirements which serve for the good of the public and the environment.

Respectfully,

Palmetto Utilities, Inc.

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLERK'S OFFICE

NOTICE OF FILING AND HEARING

DOCKET NO. 2013-42-S

APPLICATION OF PALMETTO UTILITIES, INC. FOR ADJUSTMENT OF RATES AND CHARGES FOR THE PROVISION OF SEWER SERVICE AND MODIFICATIONS TO CERTAIN TERMS AND CONDITIONS REGARDING THE PROVISION OF ITS SERVICE

Palmetto Utilities, Inc. (Palmetto or the Company) has filed an Application with the Public Service Commission of South Carolina (the Commission) for an adjustment of the Company's rates and charges for the provision of sewer service and modifications to certain terms and conditions of the provision of its service. Palmetto is a public utility, as defined by S.C. Code Ann. § 58-5-10(4) (Supp. 2012), providing sewer service to the public for compensation in certain areas of South Carolina pursuant to rates approved by the Commission in Docket No. 2011-24-S.

Pursuant to S.C. Code Ann. § 58-5-240 (Supp. 2012) and 10 S.C. Code Ann. Regs. 103-512.4.A, the Company requests that the Commission approve an increase in its monthly sewer service rates. In support of its request for an adjustment in the Company's sewer rates, Palmetto asserts, among other things, that the proposed sewer rate increases are necessary in order that it may provide reasonable and adequate service to its customers, allow the Company to recover its incurred costs, comply with environmental regulations, and earn a reasonable return on its investment. The Company also asserts that the proposed sewer rate increases are necessary to preserve its financial integrity and to permit continued investment in and maintenance of its facilities so as to provide reliable and high quality sewer services.

The Company also seeks modifications to certain terms and conditions of its rate schedule pertaining to the operation, repairs and maintenance of satellite systems connected to Palmetto's system.

THE PROPOSED CHANGES IN THE RATES AND CHARGES ARE SET FORTH BELOW
(The complete rate schedule is available from the Company at the address below and on the Commission's website at www.psc.sc.gov)

SEWER

Monthly Charges	Current	Proposed
Residential monthly charge Per single-family house, condominium, villa, or apartment unit	\$33.00	\$39.00
Commercial – monthly charge	\$33.00 per SFE	\$39.00 per SFE

A copy of the Company's Application can be obtained from the Commission at the following address: Public Service Commission of South Carolina, Clerk's Office, P. O. Drawer 11649, Columbia, South Carolina 29211. Additionally, Palmetto's Application is available on the Commission's website at www.psc.sc.gov.